

# IT Initiative Supplement

February 25, 2010

## I. Project Description

**Project Title:** CDS/HMIS Maintenance, Support and Enhancement

**Brief Description of the Project Title:**

The Central Database System (CDS) is used in support of the ten Human Resource Development Councils in the delivery of services to low-income residents of Montana in the critical areas of LIEAP heat assistance, Weatherization, Energy Share, Community Service Block grant programs and many other programs. The Homeless Management Information System (HMIS) is used by Montana service providers such as Emergency Shelters, Transitional Housing and Permanent Supportive Housing so they may have the opportunity of utilizing a Management Information System to track client information and report progress including reports to congress.

**Statewide Priority:** 1

**Agency Priority:** 1

**Estimated Completion Date:** FY2015

**IT Project Biennium:** FY2010-11, FY2012-13, FY2014-15

**Request Number:**

**Version:**

**Agency Number:** 6901

**Agency Name:** Department of Public Health & Human Services

**Program Number:**

**Program Name:** Intergovernmental Human Services Bureau (IHSB)

**A. Type of Project (check all that apply)**

Enhancement X

Replacement

New

O&M X

**B. Type of System (check all that apply)**

Mid-Tier X

Mainframe X

GIS X

Web X

Network

Desktop

## **II. Narrative**

### **C. Executive Summary**

The CDS/HMIS systems operate as statewide systems supporting a large diverse group of users providing services through many low-income programs. The major system components of Central Database System (CDS) are CIS/Data Warehouse, LIEAP, Energy Audit, Energy Audit Mobile, Energy Share, Energy Education System, CDS SNAP and Homeless Management Information System (HMIS). The CDS system supports the 10 Human Resource Development Councils in the delivery of services to low-income residents of Montana in the critical areas of LIEAP heat assistance, Weatherization, Energy Share, Community Service Block grant programs and many other programs. The Homeless Management Information System (HMIS) is used by Montana service providers such as Emergency Shelters, Transitional Housing and Permanent Supportive Housing so they may have the opportunity of utilizing a Management Information System to track client information and report progress. The CDS and HMIS systems track data that is reported to congress. The systems are very large and continue to function in a dynamic environment necessitating change to support new federal, state and funding source requirements and improvements.

#### **Project Purpose and Objectives:**

To provide technical services for the ongoing development (including maintenance and enhancements), testing, and database maintenance, as well as production support, user assistance, training, creation of manuals, system documentation and project management. The CDS is a very large system and continues to function in a dynamic environment, necessitating change to support new requirements and improvements as required by a myriad of funding agencies which include funders such as Department of Energy (DOE), LIEAP Office of Community Services (OCS), Community Service Block Grant funding, Housing and Urban Development (HUD), Bonneville Power Administration (BPA), Northwestern Energy (NWE). The major system components of CDS are CIS service tracking, LIEAP, Energy Audit, Energy Education System, Energy Share, DWH Survey, SNAP LIEAP Web Services and HMIS modules; and includes data interfaces to eliminate the need for duplicate data entry. Tracking services and related outcomes utilizing National Performance Indicators and related reporting are necessary to meet the Results Oriented Management and Accountability (ROMA) as well as annual congressional reporting. The system ensures that the data that is being captured meets the needs of the (ten) Human Resource Development Councils (HRDC) and the Montana Continuum of Care group.

#### **Technical Implementation Approach:**

There are a wide range of technologies used. The CDS/HMIS are using an ORACLE databases for all system modules. The CDS, LIEAP and Energy Share and HMIS utilize ORACLE forms and reports. The EA, EES and CDS SNAP modules are web-based systems built with JAVA. ORACLE Discoverer is used for ad hoc reporting for CDS users.

A change control process is in place that governs the work that is being conducted under this contract. Action Requests are created and authorized by IHSB for proposed work. When the Action Request is created, analysis is conducted to determine the requirements

and scope of work, complexity and the number of hours the request will take. Recommendations relating to the change are also made. The Action Requests are prioritized and work is conducted according to prioritization. When the work being done creates additional functionality or a substantial change in functionality including changes that are mandated, the AR is categorized as an enhancement. All changes and modifications to the system are performed by Northrop Grumman as directed and approved by IHSB based upon the system of change control. After programming and or database changes are effected and testing shows that the work is satisfactory, the Action Request is signed indicating approval of the work product. The final steps of the Action Requests are the “sign off” of the agency project manager or designee and the implementation of changes. Professional white papers are produced within this process and distributed to users and posted on the CDS website.

The CDS, HMIS, Energy Audit, Energy Audit Mobile, LIEAP, SNAP LIEAP Web Service, Weatherization, Energy Share and Energy Education systems and system components require continual enhancements to meet the users’ needs. These changes come about through the CDS and Energy Audit Users Groups and the LIEAP and Weatherization round tables as well as in response to changes in federal policy and regulations.

#### **Project Schedule and Milestones:**

This is an operations and maintenance project so there are no project schedule or milestones. CDS is a legacy system and is over 12 years old. It is therefore expected that there will continue to be major enhancements and significant maintenance issues to work on during the duration of the current project.

#### **D. Business and IT Problems Addressed**

This is an operations and maintenance project that does not directly address any business or IT problems. The CDS & HMIS systems ensure that Montana meets the federal mandates and funder requirements.

#### **E. Alternative(s)**

##### **Alternatives Considered:**

N/A

##### **Rationale for Selection of Particular Alternative:**

N/A

## **F. Narrative Detail**

The following federally mandated services are supported and/or provided by the CDS/HMIS systems:

- Intake
- Eligibility
- Service tracking
- Interfacing with external programs to eliminate duplicate data entry
- Outcome tracking
- Customer Surveys
- Weatherization tracking and completion information
- Resource for providing Energy Education to Weatherization households
- Provide client information for the Governor's Warm Homes MT program
- Weatherization prioritization
- Calculate annual LIEAP benefit payment amount
- LIEAP payment calculation and tracking
- LIEAP notice processing
- LIEAP pre-printed applications
- Distribution and disbursement of LIEAP and Energy Share payments
- Provide LIEAP eligibility information to SNAP program
- Energy Share approval and payment tracking
- National Performance Indicator tracking
- Reporting to Federal and State governments
  - Annual Performance Reporting
  - Annual Homeless Assessment Reporting
  - Annual CSBG Information Survey Reporting
  - LIEAP Household Report
  - Energy Conservation Demographic Reporting for DOE
  - Ad Hoc reporting for all funders and legislative requests
  - Reports for Program Officers to monitor contractual compliance
  - E-SNAP quarterly reporting for the Homeless Prevention & Rapid Re-Housing Program
- System security and access control to ensure information remains confidential as necessary.

Funding for the CDS and HMIS in Montana is provided by a large group of funders such as Department of Energy (DOE), LIEAP Office of Community Services (OCS), Community Service Block Grant funding, Housing and Urban Development (HUD), Bonneville Power Administration (BPA), Northwestern Energy (NWE). Each funder has its own set of criteria and meeting the funders' changing needs is a dynamic process.

Timely and knowledgeable operations and maintenance of CDS and HMIS allows IHSB to meet their program objectives. Appropriate management of the project is crucial in providing the opportunity for success and ensuring Montana continues to receive federal and other funding.

### III. Costs

#### G. Estimated Cost of Project:

Estimated Cost of Project	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1. Personal Services - IT Staff							0
2. Personal Services - Non IT Staff							0
3. Contracted Services	1,228,957	1,228,957	1,265,826	1,303,800	1,342,914	1,383,202	7,753,656
4. ITSD Services							0
5. Hardware							0
6. Software							0
7. Telecommunications							0
8. Maintenance							0
9. Project Management							0
10. IV & V							0
11. Contingency							0
12. Training							0
13. Other							0
Total Estimated Costs	1,228,957	1,228,957	1,265,826	1,303,800	1,342,914	1,383,202	7,753,656

#### Total Funding:

### IV. Funding

#### H. Funding

Total Funding							
Fund	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1. 03572	1,130,640	1,130,640	1,164,560	1,199,496	1,235,481	1,272,546	7,133,364
2. 03467	36,869	36,869	37,975	39,114	40,287	41,496	232,610
3. 03573	61,448	61,448	63,291	65,190	67,146	69,160	387,683
4.							0
5.							0
6.							0
Total Estimated Costs	1,228,957	1,228,957	1,265,826	1,303,800	1,342,914	1,383,202	7,753,656

#### Cash/Bonded:

#### Bill Number:

## V. Cost upon Completion

### 1. Operating Costs upon Completion

This is an ongoing effort and does not have a completion date.

**FTE:**

**Personal Services Costs:**

**Operating Costs:**

**Maintenance Expenses:**

**Total Estimated Costs:**

### 2. Funding Recap

This is an ongoing effort and does not have a completion date.

**Fund Type:**

**Amount:**

**Total Funding:**

## V. Risk Assessment

### A. Current IT Infrastructure Risks

1. Current application 10+ years old? \_Yes\_\_  
Date of last major upgrade? Ongoing
2. Current application is based on old technology? \_No\_\_  
If yes, what is the current hardware platform, operating system, and programming languages used to support the application?
3. Is the agency not capable of maintaining the current application with internal technical staff? \_Yes\_\_

If yes, who supports the application today?

The IHSB does not have the internal staff to maintain the current application. The Centralized Database System (CDS) support agreement covers system maintenance and enhancements necessary for a statewide system. The Department of Public Health and Human Services (DPHHS), Human and Community Services Division (HCSD), Intergovernmental Human Services Bureau (IHSB), contracted with Northrop Grumman on the development and deployment of a system entitled Central Database System (CDS) and continues with maintenance and enhancement arrangements. Due to the size and complexity of the CDS system, this arrangement has been beneficial to the DPHHS/IHSB and the large group of system users.

4. Other IT infrastructure risks? \_\_No\_\_  
If yes, provide further detail.

### **B. Current Business Risks**

1. What are the risks to the state if the project is not adopted? N/A
2. Does the current application meet current business requirements? \_Yes\_  
If “no”, what specific business functions does the application lack?

### **C. Project Risk Assessment**

1. Describe any major obstacles to successful implementation and discuss how those obstacles will be mitigated.

**Table H Risk Assessment**

Description	Severity (H/M/L)	Probability of Occurrence (%)	Estimated Cost	Mitigation Strategy
<b>Unfunded or unapproved maintenance and enhancement</b>	<b>H</b>	<b>30%</b>		<b>A contract is imperative to the continuation of IHSB program operations.</b>